



Policy of Social Network Management



Due to the increasing communication established with society and different public and private organizations related to health and corporative business, Sermes CRO is present in social networks helping disclose scientific, legislative and regulatory content, not only related to clinical research but related to the company's vision, consisting of the empowerment of the hiring and inclusion of the disabled in the labor market.

The social network where Sermes will express its activity will be Twitter, including LinkedIn and Facebook with the possibility of collecting any feedback or possible reflection of society that could become an important value of the company in any of its areas. However, the behavior of the company on any type of network will be respectful at all times with any entity and/or individual, both personal and corporate and complying at all times with the current legislation both national and international. To ensure this at all times, this policy it is generated with the following aspects, which will reflect in every situation the behavior of Sermes.

1. Maximum diffusion of all possible information concerning clinical research or disability in any field, both national and international. These two previous points are not exclusive from any other that could be considered of interest to society but are key since they constitute the main areas of interest of the company and directive body.
2. All the information published from the company must be according to the current legislation, corporative policies and respect to international human rights and Convention on the rights of people with disability.
3. In no case sensitive or private company information that may compromise its correct exercise, to the scope of its activity or to its employees will be published.
4. Any information that may be published must be supported by public information sources of reference in the application sector. In case of publishing information supported by copyright, it must be expressly mentioned.

On the part of the user and through this policy it is established:

1. The use of accounts and social networks of the company is kept subject to the implementation of this policy, operated and supplied by Sermes. Sermes may not respond to all mentions/requests and under no circumstances it is responsible of the altered content or that may suffer modifications through the retweets by other Twitter users.

2. Sermes is not responsible for terms, conditions, and privacy or content policies of any accesible website through the links or references in our tweets.
3. Sermes reserves all rights related to the company's Twitter account, including but not limiting to:
 - a) Add, delete or modify any content published in this account.
 - b) Blocking of malicious or disruptive users.
 - c) The interuption of this account at any time.
 - d) The health and medical subjects may be discussed at any time, but may never be interpreted as medical advice. It is advised to reach a health professional in his/her area if medical advice is needed.
4. Sermes may delete content irresponsible or incompatible with the corporate policies. Additionally, Sermes reserves the right to block any Twitter user who does not comply with the present policy. Examples of inadequate messages are the following (not limitant):
 - a) Personal insults or degrading comments of any kind, including or that may include sexist or racist, or hate propaganda.
 - b) Calls of violence of any kind.
 - c) Spam addressed to Sermes or Sermes followers, including any kind of contents automatically generated or repeated post of the same tweet.
 - d) Any other tweet considered obstructing the publishing cannel established by Sermes and its Community sense.



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